

## CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450 on the below date:

Date: April 19, 2007

Name: Vincent J. Gnoffo, Reg. No. 44,714

Signature:

BRINKS  
HOFFER  
GILSON  
& LIONE

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Karen E. Riley et al.

Appln. No.: 10/029,769

Filed: October 19, 2001

For: Method for Implementing Service Desk Capability

Attorney Docket No: 10022/178

Examiner: Tan D. Nguyen

Art Unit: 3629

Mail Stop AF  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

## TRANSMITTAL

Sir:

## Attached is/are:

- ☒ Transmittal Cover Letter (1p. filed in dup.); Amendment B (19pp.)  
☒ Return Receipt Postcard

## Fee calculation:

- ☒ No additional fee is required.  
☐ Small Entity.  
☐ An extension fee in an amount of \$\_\_\_\_\_ for a \_\_\_\_\_-month extension of time under 37 C.F.R. § 1.136(a).  
☐ A petition or processing fee in an amount of \$\_\_\_\_\_ under 37 C.F.R. § 1.17(\_\_\_\_).  
☐ An additional filing fee has been calculated as shown below:

					Small Entity			Not a Small Entity	
	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra	Rate	Add'l Fee	or	Rate	Add'l Fee
Total	65	Minus	67	0	x \$25=			x \$50=	
Indep.	5	Minus	5	0	x 100=			x \$200=	
First Presentation of Multiple Dep. Claim					+\$180=			+\$360=	
					Total	\$		Total	\$

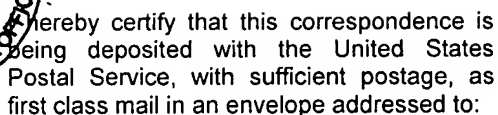
## Fee payment:

- ☐ A check in the amount of \$\_\_\_\_\_ is enclosed.  
☐ Please charge Deposit Account No. 23-1925 in the amount of \$\_\_\_\_\_. A copy of this Transmittal is enclosed for this purpose.  
☐ Payment by credit card in the amount of \$\_\_\_\_\_ (Form PTO-2038 is attached).  
☒ The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.

April 19, 2007  
Date

Respectfully submitted,

  
Vincent J. Gnoffo (Reg. No. 44,714)



Date of Deposit

Name of applicant, assignee or  
Registered Representative

Name of applicant, assignee or  
Registered Representative  
Vincent J. Proflo  
Signature  
April 19, 2007  
Date of Signature

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Riley, et al.

Serial No. 10/029,769

Filing Date: October 19, 2001

For METHOD FOR IMPLEMENTING  
SERVICE DESK CAPABILITY

Examiner: Tan D. Nguyen

Group Art Unit No.: 3629

Confirmation No. 4749

## AMENDMENT B

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Final Office Action dated February 27, 2007, please enter the following amendments and consider the following remarks.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 15 of this paper.